

**Amendments to the Claims:**

The following listing of claims will replace all prior versions and/or listings of claims in the application.

**Listing of Claims:**

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1. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:
- initiating processing of ~~an~~ a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiating a first step in the processing of the insurance claim;
- reading a page identifier for the display page for the first step from display information describing the display page for the first step;
- locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step;
- reading the first unit of help information for the first step from the first help information entry in the help database;
- displaying the first unit of help information read from the first help information entry for the first step on the display; and
- displaying the display page for the first step on the display.

2. (Original): The method of claim 1, further comprising:  
locating a second help information entry for the first step in the help database using the  
page identifier for the display page, wherein the second help information entry for  
the first step includes a second unit of help information for the first step;  
reading the second unit of help information for the first step from the second help  
information entry in the help database; and  
displaying the second unit of help information read from the second help information  
entry for the first step on the display.
3. (Original): The method of claim 2, further comprising:  
determining a first relevance value for the first unit of help information read from the first  
help information entry for the first step;  
determining a second relevance value for the second unit of help information read from  
the second help information entry for the first step; and  
wherein the first unit of help information and the second unit of help information are  
displayed in order of their relevance values.
4. (Previously presented): The method of claim 1,  
wherein the help database comprises an index table comprising a plurality of index table  
entries, wherein a first portion of the plurality of index table entries each comprise  
a page identifier and an object identifier;  
wherein the help database further comprises one or more help information tables each  
comprising a plurality of help information entries, wherein each of the plurality of  
help information entries comprises an object identifier and a unit of help  
information; and  
wherein the index table entries in the index table are used to locate help information  
entries in the one or more help information tables by matching index table entry  
object identifiers to help information entry object identifiers.

5. (Original): The method of claim 4,  
wherein said locating the first help information entry for the first step in the help database  
using the page identifier for the display page comprises:  
locating in the index table a first index table entry comprising a page identifier  
that matches the page identifier for the display page, wherein the first  
index table entry comprises a first object identifier;  
reading the first object identifier from the index table entry; and  
locating in a first of the one or more help information tables the first help  
information entry for the first object identifier, wherein an object identifier  
in the first help information entry matches the first object identifier from  
the first index table entry, and wherein the first help information entry  
further comprises the first unit of help information for the first step.
6. (Currently amended): The method of claim 5,  
wherein the one or more help information tables comprise a header table, wherein units  
of help information in the header table include headers from one or more  
documents related to the processing of the bodily injury insurance claim.
7. (Currently amended): The method of claim 5,  
wherein the one or more help information tables comprise a text table, wherein units of  
help information in the text table include text sections from one or more  
documents related to the processing of the bodily injury insurance claim.
8. (Currently amended): The method of claim 1,  
wherein the first unit of help information read from the first help information entry for  
the display page is information relevant to performing the first step in processing  
of the bodily injury insurance claim.

9. (Currently amended): The method of claim 1,  
wherein the first unit of help information read from the first help information entry for  
the display page is extracted from a guidebook comprising a plurality of terms  
used in bodily injury insurance claims processing.
10. (Previously presented): The method of claim 1, further comprising:  
providing a search interface on the display, wherein the search interface is configured to  
accept user input of one or more terms to be searched for in the help database;  
receiving a first term to be searched for in the search interface;  
initiating a search for the first term in the help database;  
locating a first help information entry for the first term in the help database, wherein the  
first help information entry for the first term includes a first unit of help  
information for the first term;  
reading the first unit of help information for the first term from the first help information  
entry in the help database; and  
displaying the first unit of help information read from the first help information entry for  
the first term on the display.
11. (Original): The method of claim 10, further comprising:  
locating a second help information entry for the first term in the help database, wherein  
the second help information entry for the first term includes a second unit of help  
information for the first term;  
reading the second unit of help information for the first term from the second help  
information entry in the help database; and  
displaying the second unit of help information read from the second help information  
entry for the first term on the display.

12. (Original): The method of claim 11, further comprising:  
determining a first relevance value for the first unit of help information read from the first  
help information entry for the first term;  
determining a second relevance value for the second unit of help information read from  
the second help information entry for the first term; and  
wherein the first unit of help information and the second unit of help information are  
displayed in order of their relevance values.
13. (Currently amended): A method for providing context-sensitive help in a computer-based  
bodily injury insurance claims processing system comprising a display, the method comprising:  
initiating processing of ~~an~~ a bodily injury insurance claim on the computer-based bodily  
injury insurance claims processing system, wherein said processing of the  
insurance claim on the computer-based bodily injury insurance claims processing  
system comprises one or more steps, and wherein each step is displayable in a  
display page on the display, and wherein processing a bodily injury insurance  
claim comprises evaluating, analyzing and estimating the amount of damage  
associated with the bodily injuries;
- initiating a first step in the processing of the bodily injury insurance claim;  
retrieving a page identifier for the display page for the first step from display information  
describing the display page for the first step;  
locating a first page identifier entry for the page identifier in a first index table, wherein  
the first page identifier entry includes a first object identifier for locating help  
information entries in one or more help information tables;  
reading the first object identifier from the first page identifier entry;  
locating a first help information entry for the first object identifier in a first help  
information table from the one or more help information tables, wherein the first  
help information entry for the first object identifier includes a first unit of help  
information for the first step;

reading the first unit of help information for the first step from the first help information entry in the first help information table;  
displaying the first unit of help information read from the first help information entry for the first step on the display; and  
displaying the display page for the first step on the display.

14. (Original): The method of claim 13, further comprising:

locating a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;  
retrieving the second object identifier from the second page identifier entry;  
locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;  
reading the second unit of help information for the first step from the second help information entry in the first help information table; and  
displaying the second unit of help information read from the second help information entry for the first step on the display.

15. (Original): The method of claim 14, further comprising:

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;  
determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and  
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

16. (Original): The method of claim 14, further comprising:

reading a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry in the first index table;

reading a second relevance value for the second unit of help information read from the second help information entry for the first step from the second page identifier entry in the first index table; and

wherein the first unit of help information and the second unit of help information are displayed on the display in order of their relevance values.

B1 17. (Original): The method of claim 13,

wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;

wherein the method further comprises:

locating a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;

retrieving the third object identifier from the first content item code entry;

locating a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;

reading the third unit of help information for the first content item of the first step from the third help information entry in the first help information table;  
and

displaying the third unit of help information read from the third help information entry for the first content item of the first step on the display.

18. (Original): The method of claim 17, further comprising:  
determining a first relevance value for the first unit of help information read from the first  
help information entry for the first step;  
determining a third relevance value for the third unit of help information read from the  
third help information entry for the first content item of the first step; and  
wherein the first unit of help information and the third unit of help information are  
displayed on the display in order of their relevance values.
19. (Original): The method of claim 17, further comprising:  
reading a first relevance value for the first unit of help information read from the first  
help information entry for the first step from the first page identifier entry;  
reading a third relevance value for the third unit of help information read from the third  
help information entry for the first content item of the first step from the third  
page identifier entry; and  
wherein the first unit of help information and the third unit of help information are  
displayed on the display in order of their relevance values.
20. (Currently amended): The method of claim 13,  
wherein the first unit of help information read from the first help information entry for  
the display page is information relevant to performing the first step in processing  
of the bodily injury insurance claim.
21. (Currently amended): The method of claim 13,  
wherein the first unit of help information read from the first help information entry for  
the display page is extracted from a guidebook comprising a plurality of terms  
used in bodily injury insurance claims processing.



22. (Currently amended): The method of claim 13,  
wherein the one or more help information tables comprise a header table, wherein units  
of help information in the header table include headers from one or more  
documents related to the processing of the bodily injury insurance claim.
23. (Currently amended): The method of claim 13,  
wherein the one or more help information tables comprise a text table, wherein units of  
help information in the text table include text sections from one or more  
documents related to the processing of the bodily injury insurance claim.
24. (Currently amended): A method for providing context-sensitive help in a computer-based  
bodily injury insurance claims processing system comprising a display, the method comprising:  
initiating processing of ~~an~~ a bodily injury insurance claim on the computer-based bodily  
injury insurance claims processing system, wherein said processing of the bodily  
injury insurance claim on the computer-based bodily injury insurance claims  
processing system comprises one or more steps, and wherein each step is  
displayed in one or more display pages on the display, and wherein processing a  
bodily injury insurance claim comprises evaluating, analyzing and estimating the  
amount of damage associated with the bodily injuries;  
initiating a first step in the processing of the bodily injury insurance claim;  
retrieving a page identifier for a display page for the first step from display information  
describing the display page for the first step;  
locating a plurality of page identifier entries for the page identifier in one or more index  
tables, wherein each of the plurality of page identifier entries includes an object  
identifier for locating object identifier entries for the page identifier in one or  
more help information tables;  
retrieving a plurality of object identifiers from the plurality of page identifier entries;

locating a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

reading a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;

displaying the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display; and  
displaying the display page for the first step on the display.

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25. (Original): The method of claim 24, further comprising:  
reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables; and  
displaying the first plurality of units of help information on the display in order of the first plurality of relevance values.

26. (Previously presented): The method of claim 24,  
wherein the first step includes a plurality of content items;  
wherein the plurality of content items are displayed on the display page for the first step;  
wherein one or more of the plurality of content items of the first step are associated with a content item code; and  
wherein the method further comprises:  
retrieving one or more content item codes for the one or more of the plurality of content items;  
locating one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more

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content item code entries includes an object identifier for locating help information entries in the one or more help information tables;  
retrieving one or more object identifiers from the one or more content item code entries for the one or more content item codes;  
locating a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;  
reading a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and  
displaying the second plurality of units of help information read from the second plurality of help information entries on the display.

27. (Original): The method of claim 26, further comprising:  
reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;  
reading one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables;  
and  
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the relevance values.
28. (Previously presented): The method of claim 26, further comprising:  
determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

29. (Currently amended): A method for searching for terms in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:
- initiating processing of ~~an~~ a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiating a first step in the processing of the bodily injury insurance claim;
- displaying the display page for the first step on the display;
- providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in a help database;
- receiving a first term to be searched for in the search interface;
- initiating a search for the first term in the help database;
- locating a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
- reading the first unit of help information for the first term from the first help information entry in the help database; and
- displaying the first unit of help information read from the first help information entry for the first term on the display.

30. (Original): The method of claim 29, further comprising:

locating a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;  
reading the second unit of help information for the first term from the second help information entry in the help database; and  
displaying the second unit of help information read from the second help information entry for the first term on the display.

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31. (Original): The method of claim 29, further comprising:  
determining a first relevance value for the first unit of help information read from the first help information entry for the first term;  
determining a second relevance value for the second unit of help information read from the second help information entry for the first term; and  
wherein the first unit of help information and the second unit of help information are displayed on the display in order of their relevance values.
32. (Original): The method of claim 29,  
wherein said locating the first help information entry for the first term in the help database comprises:  
locating a Soundex equivalent of the first term in the help database.
33. (Previously presented): The method of claim 29,  
wherein the help database comprises an index table comprising one or more index table entries each comprising a term and an object identifier;  
wherein the help database further comprises one or more help information tables, each comprises a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and

wherein the one or more index table entries in the index table are useable to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

34. (Original): The method of claim 33,  
wherein said locating the first help information entry for the first term in the help database comprises:  
locating in the index table a first index table entry comprising a term that matches the first term entered by the user, wherein the first index table entry comprises a first object identifier;  
reading the first object identifier from the index table entry; and  
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first term.
35. (Original): The method of claim 33,  
wherein the one or more index table entries each further comprises a Soundex equivalent of the term comprised in the index table entry;  
wherein said locating the first help information entry for the first term in the help database comprises:  
converting the first term entered by the user to a first Soundex equivalent of the first term;  
locating in the index table a first index table entry comprising a Soundex equivalent that matches the first Soundex equivalent of the first term entered by the user, wherein the first index table entry comprises a first object identifier;

reading the first object identifier from the index table entry; and  
locating in a first of the one or more help information tables the first help  
information entry for the first object identifier, wherein an object identifier  
in the first help information entry matches the first object identifier from  
the first index table entry, and wherein the first help information entry  
further comprises the first unit of help information for the first term.

36. (Currently amended): The method of claim 33,  
wherein the one or more help information tables comprise a header table, wherein units  
of help information in the header table include headers from one or more  
documents related to the processing of the bodily injury insurance claim.
37. (Currently amended): The method of claim 33,  
wherein the one or more help information tables comprise a text table, wherein units of  
help information in the text table include text sections from one or more  
documents related to the processing of the bodily injury insurance claim.
38. (Currently amended): The method of claim 29,  
wherein the first unit of help information read from the first help information entry for  
the display page is information relevant to performing the first step in processing  
of the bodily injury insurance claim.
39. (Currently amended): The method of claim 29,  
wherein the first unit of help information read from the first help information entry for  
the display page is extracted from a guidebook comprising a plurality of terms  
used in bodily injury insurance claims processing.

40. (Currently amended): A method for searching for terms in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of ~~an~~ a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

displaying the display page for the first step on the display;

providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in a help database;

receiving a plurality of terms to be searched for in the search interface;

initiating a search for the plurality of terms in the help database;

locating one or more help information entries for the plurality of terms in the help database, wherein the one or more help information entries located for the plurality of terms each include a unit of help information for at least one of the plurality of terms;

reading one or more units of help information for the plurality of terms from the located one or more help information entries in the help database; and

displaying the one or more units of help information read from the located one or more help information entries for the plurality of terms on the display.

41. (Original): The method of claim 40, further comprising:

determining a relevance value for each of the one or more units of help information read from the located one or more help information entries for the plurality of terms;

and



displaying the one or more units of help information in order of the determined relevance values.

42. (Original): The method of claim 40, further comprising:  
determining a number of the plurality of terms that occur in the unit of help information in each of the located one or more help information entries; and  
displaying the one or more units of help information in order of the determined number of the plurality of terms that occur in the units of help information.

43. (Currently amended): ~~An~~ a bodily injury insurance claims processing system comprising:  
a computer system including a memory medium;  
a display device coupled to the computer system;  
one or more user input devices coupled to the computer system;  
a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database; and  
~~an~~ a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:  
initiate processing of ~~an~~ a bodily injury insurance claim on the bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein each step is associated with a page identifier, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim;  
locate a first help information entry for the first step in the help database using a  
page identifier for the first step, wherein the first help information entry  
for the first step includes a first unit of help information for the first step;  
read the first unit of help information for the first step from the first help  
information entry in the help database;  
display the first unit of help information read from the first help information entry  
for the first step on the display device; and  
display the display page for the first step on the display device.

44. (Currently amended): The system of claim 43, wherein the bodily injury insurance claims processing program is further executable to:

locate a second help information entry for the first step in the help database using the  
page identifier for the display page, wherein the second help information entry for  
the first step includes a second unit of help information for the first step;  
read the second unit of help information for the first step from the second help  
information entry in the help database; and  
display the second unit of help information read from the second help information entry  
for the first step on the display screen.

45. (Currently amended): The system of claim 44, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first  
help information entry for the first step;  
determine a second relevance value for the second unit of help information read from the  
second help information entry for the first step; and  
wherein the first unit of help information and the second unit of help information are  
displayed in order of their relevance values.

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46. (Previously presented): The system of claim 43,  
wherein the help database comprises an index table comprising a plurality of index table  
entries, wherein a first portion of the plurality of index table entries each comprise  
a page identifier and an object identifier;  
wherein the help database further comprises one or more help information tables each  
comprising a plurality of help information entries, wherein each of the plurality of  
help information entries comprises an object identifier and a unit of help  
information; and  
wherein the index table entries in the index table are used to locate help information  
entries in the one or more help information tables by matching index table entry  
object identifiers to help information entry object identifiers.

47. (Currently amended): The system of claim 46,  
wherein, in said locating the first help information entry for the first step in the help  
database using the page identifier for the display page, the bodily injury insurance  
claims processing program is further executable to:  
locate in the index table a first index table entry comprising a page identifier that  
matches the page identifier for the display page, wherein the first index  
table entry comprises a first object identifier;  
read the first object identifier from the index table entry; and  
locate in a first of the one or more help information tables the first help  
information entry for the first object identifier, wherein an object identifier  
in the first help information entry matches the first object identifier from  
the first index table entry, and wherein the first help information entry  
further comprises the first unit of help information for the first step.

48. (Currently amended): The system of claim 47,

wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim.

49. (Currently amended): The system of claim 47,  
wherein the one or more help information tables comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

50. (Currently amended): The system of claim 43,  
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

51. (Currently amended): The system of claim 43, wherein the bodily injury insurance claims processing program is further executable to:

provide a search interface on the display device, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database from one or more of the user input devices;

accept a first term to be searched for in the search interface, wherein the first term is entered by a user of the bodily injury insurance claims processing system using one or more of the user input devices;

initiate a search for the first term in the help database;

locate a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;

read the first unit of help information for the first term from the first help information entry in the help database; and

display the first unit of help information read from the first help information entry for the first term on the display device.

52. (Currently amended): The system of claim 51, wherein the bodily injury insurance claims processing program is further executable to:

locate a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;  
read the second unit of help information for the first term from the second help information entry in the help database; and  
display the second unit of help information read from the second help information entry for the first term on the display.


53. (Currently amended): The system of claim 52, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first help information entry for the first term;  
determine a second relevance value for the second unit of help information read from the second help information entry for the first term; and  
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

54. (Currently amended): ~~A~~ A bodily injury insurance claims processing system comprising:

a computer system including a memory medium;  
a display device coupled to the computer system;  
a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:

one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;  
one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database;  
and  
one or more index tables comprising index table entries configured for use in locating help information entries in the one or more help information tables; and

 ~~an~~ a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

initiate processing of ~~an~~ a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim;  
retrieve a page identifier for a display page for the first step from display page information for the first step;

locate a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in the one or more help information tables;

read the first object identifier from the first page identifier entry;

locate a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;  
read the first unit of help information for the first step from the first help information entry in the first help information table;  
display the first unit of help information read from the first help information entry for the first step on the display device; and  
display the display page for the first step on the display device.

B' 55. (Currently amended): The system of claim 54, wherein the bodily injury insurance claims processing program is further executable to:

locate a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;  
retrieve the second object identifier from the second page identifier entry;  
locate a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;  
read the second unit of help information for the first step from the second help information entry in the first help information table; and  
display the second unit of help information read from the second help information entry for the first step on the display.

56. (Currently amended): The system of claim 55, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;

determine a second relevance value for the second unit of help information read from the second help information entry for the first step; and  
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

57. (Currently amended): The system of claim 55, wherein the bodily injury insurance claims processing program is further executable to:

read a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry in the first index table;

read a second relevance value for the second unit of help information read from the second help information entry for the first step from the second page identifier entry in the first index table; and

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

58. (Currently amended): The system of claim 54,  
wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;

wherein the bodily injury insurance claims processing program is further executable to:

locate a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;

retrieve the third object identifier from the first content item code entry;

locate a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third



object identifier includes a third unit of help information for the first content item of the first step;

read the third unit of help information for the first content item of the first step from the third help information entry in the first help information table;  
and

display the third unit of help information read from the third help information entry for the first content item of the first step on the display.

59. (Currently amended): The system of claim 58, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;

determine a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and

wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

60. (Currently amended): The system of claim 58, wherein the bodily injury insurance claims processing program is further executable to:

read a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;

read a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and

wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

61. (Currently amended): The system of claim 54,

wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

62. (Currently amended): The system of claim 54, wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim.

63. (Currently amended): The system of claim 54, wherein the one or more help information tables comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

64. (Currently amended): ~~An~~ A bodily injury insurance claims processing system comprising:

a computer system including a memory medium;  
a display device coupled to the computer system;  
one or more user input devices coupled to the computer system;  
a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:  
one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;  
one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database;  
and

one or more index tables comprising index table entries configured for use in  
locating help information entries in the one or more help information  
tables; and

~~an~~ a bodily injury insurance claims processing program stored in the memory medium  
and executable within the computer system, wherein the bodily injury insurance  
claims processing program is executable to:

initiate processing of ~~an~~ a bodily injury insurance claim on the computer-based  
bodily injury insurance claims processing system, wherein said processing  
of the bodily injury insurance claim in the computer-based bodily injury  
insurance claims processing system comprises one or more steps, and  
wherein each step is displayed in one or more display pages on the display  
device, and wherein processing a bodily injury insurance claim comprises  
evaluating, analyzing and estimating the amount of damage associated  
with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim;

retrieve a page identifier for a display page for the first step from display page  
information for the first step;

locate a plurality of page identifier entries for the page identifier in one or more  
index tables, wherein each of the plurality of page identifier entries  
includes an object identifier for locating object identifier entries for the  
page identifier in one or more help information tables;

retrieve a plurality of object identifiers from the plurality of page identifier  
entries;

locate a first plurality of help information entries for the plurality of object  
identifiers in the one or more help information tables, wherein each of the  
first plurality of help information entries includes a unit of help  
information for the display page for the first step;

read a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;  
display the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display device; and  
display the display page for the first step on the display device.

65. (Currently amended): The system of claim 64, wherein the bodily injury insurance claims processing program is further executable to:

read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables; and  
display the first plurality of units of help information on the display in order of the first plurality of relevance values.

66. (Currently amended): The system of claim 64,  
wherein the first step includes a plurality of content items;  
wherein the plurality of content items are displayed on the display page for the first step;  
wherein one or more of the plurality of content items of the first step are each associated with a content item code; and  
wherein the bodily injury insurance claims processing program is further executable to:

retrieve one or more content item codes for the one or more of the plurality of content items;

locate one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;

retrieve one or more object identifiers from the one or more content item code entries for the one or more content item codes;

locate a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;

read a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and

display the second plurality of units of help information read from the second plurality of help information entries on the display device.

67. (Currently amended): The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

read one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables;

and

display the first plurality of units of help information and the second plurality of units of help information on the display device in order of the relevance values.

68. (Currently amended): The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

determine a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

display the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

69. (Currently amended): ~~An~~ A bodily injury insurance claims processing system comprising:

- a computer system including a memory medium;
- a display device coupled to the computer system;
- one or more user input devices coupled to the computer system;
- a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system; and
- ~~an~~ a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:
  - initiate processing of ~~an~~ a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
  - initiate a first step in the processing of the bodily injury insurance claim;
  - display the display page for the first step on the display device;
  - provide a search interface on the display device, wherein the search interface is configured to receive user input of one or more terms to be searched for in the help database;
  - receive a first term to be searched for, wherein the first term is entered by a user in the search interface using the one or more user input devices;
  - initiate a search for the first term in the help database;

locate a first help information entry for the first term in the help database, wherein  
the first help information entry for the first term includes a first unit of  
help information for the first term;  
read the first unit of help information for the first term from the first help  
information entry in the help database; and  
display the first unit of help information read from the first help information entry  
for the first term on the display device.

70. (Currently amended): The system of claim 69, wherein the bodily injury insurance claims  
processing program is further executable to:

B'  
locate a second help information entry for the first term in the help database, wherein the  
second help information entry for the first term includes a second unit of help  
information for the first term;  
read the second unit of help information for the first term from the second help  
information entry in the help database; and  
display the second unit of help information read from the second help information entry  
for the first term on the display device.

71. (Currently amended): The system of claim 70, wherein the bodily injury insurance claims  
processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first  
help information entry for the first term;  
determine a second relevance value for the second unit of help information read from the  
second help information entry for the first term; and  
wherein the first unit of help information and the second unit of help information are  
displayed in order of their relevance values.

72. (Original): The system of claim 69,

wherein said locating the first help information entry for the first term in the help database comprises:

locating a Soundex equivalent of the first term in the help database.

73. (Previously presented): The system of claim 69,  
wherein the help database further comprises an index table comprising one or more index table entries each comprising a term and an object identifier;  
wherein the help database further comprises one or more help information tables each help information table comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and  
wherein the one or more index table entries in the index table are useable to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

74. (Currently amended): The system of claim 73,  
wherein, in said locating the first help information entry for the first term in the help database, the bodily injury insurance claims processing program is further executable to:  
locate in the index table a first index table entry comprising a term that matches the first term entered by the user, wherein the first index table entry comprises a first object identifier;  
read the first object identifier from the index table entry; and  
locate in a first help information table of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help



information entry further comprises the first unit of help information for the first term.

75. (Currently amended): The system of claim 73,  
wherein the one or more index table entries each further comprises a Soundex equivalent of the term comprised in the index table entry;  
wherein, in said locating the first help information entry for the first term in the help database, the bodily injury insurance claims processing program is further executable to:  
convert the first term entered by the user to a first Soundex equivalent of the first term;  
locate in the index table a first index table entry comprising a Soundex equivalent that matches the first Soundex equivalent of the first term entered by the user, wherein the first index table entry comprises a first object identifier;  
read the first object identifier from the index table entry; and  
locate in a first help information table of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first term.
76. (Currently amended): The system of claim 73,  
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim.
77. (Currently amended): The system of claim 73,

wherein the one or more help information tables comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

78. (Currently amended): ~~An~~ A bodily injury insurance claims processing system comprising:

- B'
- a computer system including a memory medium;
  - a display device coupled to the computer system;
  - one or more user input devices coupled to the computer system;
  - a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system; and
  - ~~an~~ a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:
    - initiate processing of ~~an~~ a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
    - initiate a first step in the processing of the bodily injury insurance claim;
    - display the display page for the first step on the display device;

B

provide a search interface on the display device, wherein the search interface is configured to receive user input of one or more terms to be searched for in the help database;

receive a plurality of terms to be searched for, wherein the plurality of terms are entered by the user in the search interface using one or more of the one or more user interface devices;

initiate a search for the plurality of terms in the help database;

locate one or more help information entries for the plurality of terms in the help database, wherein the one or more help information entries for the plurality of terms each include a unit of help information for at least one of the plurality of terms;

read one or more units of help information for the plurality of terms from the located one or more help information entries in the help database; and

display the one or more units of help information read from the located one or more help information entries for the plurality of terms on the display.

79. (Currently amended): The system of claim 78, wherein the bodily injury insurance claims processing program is further executable to:

determine a relevance value for each of the one or more units of help information read from the located one or more help information entries for the plurality of terms;

and

display the one or more units of help information in order of the determined relevance values.

80. (Currently amended): The system of claim 78, wherein the bodily injury insurance claims processing program is further executable to:

determine a number of the plurality of terms that occur in the unit of help information in each of the located one or more help information entries; and

display the one or more units of help information in order of the determined number of the plurality of terms that occur in the units of help information.

81. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of ~~an~~ a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

reading a page identifier for the display page for the first step from display information describing the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the help database;

displaying the first unit of help information read from the first help information entry for the first step on the display; and

displaying the display page for the first step on the display.

82. (Original): The carrier medium of claim 81, wherein the program instructions are further computer-executable to implement:

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;  
reading the second unit of help information for the first step from the second help information entry in the help database;  
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;  
determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and  
displaying the second unit of help information read from the second help information entry for the first step on the display;  
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

83. (Previously presented): The carrier medium of claim 81,  
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;  
wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information;  
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers; and  
wherein, in said locating the first help information entry for the first step in the help database using the page identifier for the display page, the program instructions are further computer-executable to implement:

locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;  
reading the first object identifier from the index table entry; and  
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.

B' 84. (Currently amended): The carrier medium of claim 83, wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and wherein the one or more help information tables further comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

85. (Currently amended): The carrier medium of claim 81, wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

86. (Previously presented): The carrier medium of claim 81, wherein the program instructions are further computer-executable to implement:

providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database;  
receiving a first term to be searched for in the search interface;

initiating a search for the first term in the help database;  
locating a first help information entry for the first term in the help database, wherein the  
first help information entry for the first term includes a first unit of help  
information for the first term;  
reading the first unit of help information for the first term from the first help information  
entry in the help database; and  
displaying the first unit of help information read from the first help information entry for  
the first term on the display.

87. (Original): The carrier medium of claim 86, wherein the program instructions are further  
computer-executable to implement:

B<sup>1</sup>  
locating a second help information entry for the first term in the help database, wherein  
the second help information entry for the first term includes a second unit of help  
information for the first term;  
reading the second unit of help information for the first term from the second help  
information entry in the help database;  
determining a first relevance value for the first unit of help information read from the first  
help information entry for the first term;  
determining a second relevance value for the second unit of help information read from  
the second help information entry for the first term; and  
displaying the second unit of help information read from the second help information  
entry for the first term on the display;  
wherein the first unit of help information and the second unit of help information are  
displayed in order of their relevance values.

88. (Currently amended): A carrier medium comprising program instructions, wherein the  
program instructions are computer-executable to implement:

initiating processing of ~~an~~ a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;  
initiating a first step in the processing of the bodily injury insurance claim;  
retrieving a page identifier for the display page for the first step from display information describing the display page for the first step;  
locating a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in one or more help information tables;  
reading the first object identifier from the first page identifier entry;  
locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;  
reading the first unit of help information for the first step from the first help information entry in the first help information table;  
displaying the first unit of help information read from the first help information entry for the first step on the display; and  
displaying the display page for the first step on the display.

89. (Original): The carrier medium of claim 88, wherein the program instructions are further computer-executable to implement:



locating a second page identifier entry for the page identifier in the first index table,  
wherein the second page identifier entry includes a second object identifier for  
locating help information entries in the one or more help information tables;  
retrieving the second object identifier from the second page identifier entry;  
locating a second help information entry for the second object identifier in the first help  
information table, wherein the second help information entry for second first  
object identifier includes a second unit of help information for the first step;  
reading the second unit of help information for the first step from the second help  
information entry in the first help information table; and  
displaying the second unit of help information read from the second help information  
entry for the first step on the display.

90. (Original): The carrier medium of claim 89, wherein the program instructions are further  
computer-executable to implement:

determining a first relevance value for the first unit of help information read from the first  
help information entry for the first step;  
determining a second relevance value for the second unit of help information read from  
the second help information entry for the first step; and  
wherein the first unit of help information and the second unit of help information are  
displayed in order of their relevance values.

91. (Previously presented): The carrier medium of claim 88,  
wherein the first step includes one or more content items each associated with a content  
item code, and wherein the content items are displayable on the display page for  
the first step;  
wherein the program instructions are further computer-executable to implement:  
locating a first content item code entry for the first content item code in the first  
index table, wherein the first content item code entry includes a third

B

object identifier for locating help information entries in the one or more help information tables;  
retrieving the third object identifier from the first content item code entry;  
locating a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;  
reading the third unit of help information for the first content item of the first step from the third help information entry in the first help information table;  
and  
displaying the third unit of help information read from the third help information entry for the first content item of the first step on the display.

92. (Original): The carrier medium of claim 91, wherein the program instructions are further computer-executable to implement:

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;  
determining a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and  
wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

93. (Currently amended): The carrier medium of claim 88,  
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

94. (Currently amended): The carrier medium of claim 88,

wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and wherein the one or more help information tables further comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

95. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

B' initiating processing of ~~an~~ a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for a display page for the first step from display information describing the display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables;

retrieving a plurality of object identifiers from the plurality of page identifier entries;

locating a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

reading a first plurality of units of help information for the display page for the first step  
from the first plurality of help information entries;  
displaying the first plurality of units of help information read from the first plurality of  
help information entries for the display page for the first step on the display; and  
displaying the display page for the first step on the display.

96. (Original): The carrier medium of claim 95, wherein the program instructions are further  
computer-executable to implement:

B'  
reading a first plurality of relevance values for the first plurality of units of help  
information from the plurality of page identifier entries in the one or more index  
tables; and

displaying the first plurality of units of help information on the display in order of the first  
plurality of relevance values.

97. (Original): The carrier medium of claim 95,  
wherein the first step includes a plurality of content items;  
wherein the plurality of content items are displayed on the display page for the first step;  
wherein one or more of the plurality of content items of the first step are each associated  
with a content item code; and  
wherein the program instructions are further computer-executable to implement:  
retrieving one or more content item codes for the one or more of the plurality of  
content items;  
locating one or more content item code entries for the one or more content item  
codes in the one or more index tables, wherein each of the one or more  
content item code entries includes an object identifier for locating help  
information entries in the one or more help information tables;  
retrieving one or more object identifiers from the one or more content item code  
entries for the one or more content item codes;

locating a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;

reading a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and

displaying the second plurality of units of help information read from the second plurality of help information entries on the display.

98. (Original): The carrier medium of claim 97, wherein the program instructions are further computer-executable to implement:

reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

reading one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables; and

displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the relevance values.

99. (Previously presented): The carrier medium of claim 97, wherein the program instructions are further computer-executable to implement:

determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

100. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

B<sup>1</sup>  
initiating processing of ~~an~~ a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

displaying the display page for the first step on the display;

providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in a help database;

receiving a first term to be searched for in the search interface;

initiating a search for the first term in the help database;

locating a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;

reading the first unit of help information for the first term from the first help information entry in the help database; and

displaying the first unit of help information read from the first help information entry for the first term on the display.

101. (Original): The carrier medium of claim 100, wherein the program instructions are further computer-executable to implement:

locating a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;  
reading the second unit of help information for the first term from the second help information entry in the help database; and  
displaying the second unit of help information read from the second help information entry for the first term on the display.

102. (Original): The carrier medium of claim 101, wherein the program instructions are further computer-executable to implement:

B'  
determining a first relevance value for the first unit of help information read from the first help information entry for the first term;  
determining a second relevance value for the second unit of help information read from the second help information entry for the first term; and  
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

103. (Original): The carrier medium of claim 100,  
wherein, in said locating the first help information entry for the first term in the help database, the program instructions are further computer-executable to implement:  
locating a Soundex equivalent of the first term in the help database.

104. (Original): The carrier medium of claim 100,  
wherein the help database comprises an index table comprising one or more index table entries each comprising a term and an object identifier;  
wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of

help information entries in each of the one or more help information tables comprises an object identifier and a unit of help information; and wherein the one or more index table entries in the index table are useable to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

105. (Original): The carrier medium of claim 104, wherein, in said locating the first help information entry for the first term in the help database, the program instructions are further computer-executable to implement: locating in the index table a first index table entry comprising a term that matches the first term entered by the user, wherein the first index table entry comprises a first object identifier; reading the first object identifier from the index table entry; and locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first term.

106. (Original): The carrier medium of claim 104, wherein the one or more index table entries each further comprises a Soundex equivalent of the term comprised in the index table entry; wherein, in said locating the first help information entry for the first term in the help database, the program instructions are further computer-executable to implement: converting the first term entered by the user to a first Soundex equivalent of the first term; locating in the index table a first index table entry comprising a Soundex equivalent that matches the first Soundex equivalent of the first term



entered by the user, wherein the first index table entry comprises a first object identifier;  
reading the first object identifier from the index table entry; and  
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first term.

107. (Currently amended): The carrier medium of claim 104,  
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and  
wherein the one or more help information tables further comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

108. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of ~~an~~ a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;  
initiating a first step in the processing of the bodily injury insurance claim;  
displaying the display page for the first step on the display;

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providing a search interface on the display, wherein the search interface is configured to  
accept user input of one or more terms to be searched for in a help database;  
receiving a plurality of terms to be searched for in the search interface;  
initiating a search for the plurality of terms in the help database;  
locating one or more help information entries for the plurality of terms in the help  
database, wherein the one or more help information entries for the plurality of  
terms each include a unit of help information for at least one of the plurality of  
terms;  
reading one or more units of help information for the plurality of terms from the located  
one or more help information entries in the help database; and  
determining a relevance value for each of the one or more units of help information read  
from the located one or more help information entries for the plurality of terms;  
and  
displaying the one or more units of help information read from the located one or more  
help information entries for the plurality of terms on the display, wherein the one  
or more units of help information are displayed in order of the determined  
relevance values.

109. (Original): The carrier medium of claim 108, wherein the program instructions are further  
computer-executable to implement:

determining a relevance value for each of the one or more units of help information read  
from the located one or more help information entries for the plurality of terms;  
and  
displaying the one or more units of help information in order of the determined relevance  
values.

110. (Previously presented): The carrier medium of claim 108, wherein the program  
instructions are further computer-executable to implement:

determining a number of the plurality of terms that occur in the unit of help information in each of the located one or more help information entries; and  
displaying the one or more units of help information in order of the determined number of the plurality of terms that occur in the units of help information.

111. (Previously presented): The method of claim 1, wherein the first unit of help information and the display page for the first step are displayed on the display at the same time.

112. (Previously presented): The system of claim 43, wherein the first unit of help information and the display page for the first step are displayed on the display at the same time.

113. (Previously presented): The carrier medium of claim 81, wherein the first unit of help information and the display page for the first step are displayed on the display at the same time.